

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3446

TITLE: LIBRARY CUSTOMER SERVICES SPECIALIST IV

GRADE: S-24

DEFINITION:

Under limited supervision, directs all operations, services and community programs of a community library; performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Library Customer Services Specialist IV is distinguished from the Library Customer Services Specialist III in that the Library Customer Services Specialist IV directs all operations, services and community programs of a community library, whereas the Library Customer Services Specialist III manages the daily operations of a community or regional library OR manages specialized library services and programs for customers inside and outside the library.

The Library Customer Services Specialist IV is distinguished from the Library Customer Services Specialist V in that the Library Customer Services Specialist IV directs all operations, services and community programs of a community library, whereas the Library Customer Services Specialist V directs all operations, services and community programs of a regional library

ILLUSTRATIVE DUTIES:

(The illustrative duties listed in this specification are representative of the class but are not an all-inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

- Plans and directs the services and activities of a community library;
- Leads organizational change efforts at the branch level;
- Serves as branch communicator, understanding, explaining and promoting change;
- Develops goals and objectives for a community library;
- Develops and maintains community and corporate partnerships;
- Plans and directs the work of subordinate staff at a community library;
- Counsels supervisors in effective employee relations techniques and procedures;
- Completes or reviews employee performance evaluations;
- Oversees the maintenance of the collection of library materials;
- Contributes to the development of FCPL policy;
- Completes the branch emergency action plan;
- Ensures accountability for funds, equipment and materials;
- Ensures best practices are followed by staff through training and assessment of work;
- Leads and directs the branch's community involvement;
- Represents library on committees, task forces, community meetings, etc.

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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)

Knowledge of all public library services and programs;

Ability to direct library services provided to the community;

Ability to develop, and implement goals and objectives for a community library branch;

Ability to evaluate the performance of a community library branch;

Ability to provide guidance, direction, supervision and coaching to experienced library staff;

Ability to plan and schedule workload for a community library;

Ability to communicate effectively in writing in order to prepare a variety of reports;

Ability to work effectively with subordinates, co-workers and the general public.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

Graduation from a four year accredited college or university; PLUS three years library experience which includes program or customer service management and one year of supervisory experience.

CERTIFICATES AND LICENSES REQUIRED:

None

NECESSARY SPECIAL REQUIREMENTS:

None

ESTABLISHED: May 2, 2013